



Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Washington, D.C. 20554

13-123

**CGB**

MAY 19 2005

Control No. 0500965-DRO

The Honorable George Allen  
United States Senator  
507 East Franklin Street  
Richmond, VA 23219

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JUN 08 2005

Federal Communications Commission  
Office of the Secretary

Dear Senator Allen:

Thank you for your letter of April 27, 2005, to the Federal Communications Commission (Commission or FCC), on behalf of your constituent, Ms. Evelyn Sanchez, expressing her concerns regarding Video Relay Service (VRS), a form of telecommunications relay service (TRS). Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

Ms. Sanchez's letter states that she would like to see improvement in the amount of time it takes to connect to a VRS provider. The Commission has always been, and continues to be, supportive of the provision of VRS. There is currently no speed of answer requirement mandating how quickly a VRS provider must answer an incoming VRS call. The Commission waived the application of its traditional speed of answer rule for VRS to allow providers to gain experience in their ability to handle VRS traffic. However, this issue is raised in a Further Notice of Proposed Rulemaking (FNPRM) the Commission released on June 30, 2004 (FCC 04-137), and the Commission sought further comment on the speed of answer issue in a Public Notice released on February 8, 2005 (DA 05-339). The speed of answer issue for VRS will be addressed in a future order. The Commission will include Ms. Sanchez letter in the record of the FNPRM.

We encourage Ms. Sanchez to actively participate in proceedings before the Commission to ensure that her opinions are expressed and considered fully. The Commission has available an e-mail service designed to apprise consumers about developments at the Commission, to disseminate consumer information materials prepared by the Commission to a wide audience, and to invite comments from other parties on Commission regulatory proposals. This free service enables consumers to subscribe to and receive FCC fact sheets, consumer brochures and alerts, and public notices, among other consumer information. To subscribe, Ms. Sanchez should visit the FCC Consumer Information Registry at <http://www.fcc.gov/cgb/contacts/>.

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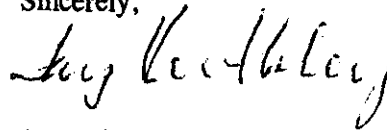
The Honorable George Allen

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The Commission also invites Ms. Sanchez to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

The Commission appreciates your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jay Keithley".

Jay Keithley  
Deputy Bureau Chief  
Consumer & Governmental Affairs Bureau

GEORGE ALLEN  
VIRGINIA

204 RUSSELL SENATE OFFICE BUILDING  
WASHINGTON, DC 20510-4604

(202) 224-4024  
(202) 224-5432 (FAX)

<http://allen.senate.gov/email.html>



April 27, 2005

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Ms. Diane Atkinson  
Congressional Liaison Specialist  
Federal Communications Commission  
Office of Leg. and Intergovernmental Affairs  
445 12th Street, S.W., Room 8-C453  
Washington, D.C. 20554

Dear Ms. Atkinson:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Your immediate attention and expeditious assistance with the requests and concerns expressed in this case would be greatly appreciated.

Please reply in duplicate to my office at 507 East Franklin Street, Richmond, Virginia 23219 and return the enclosure. Should you need to reach my office, please call (804) 771-2221. In your reply, please reference Evelyn Sanchez.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

George Allen

Enclosure

☐ CENTRAL VIRGINIA

507 EAST FRANKLIN STREET  
RICHMOND, VA 23219  
(804) 771-2221  
(804) 771-8313 (FAX)

☐ HAMPTON ROADS

222 CENTRAL PARK AVENUE, #120  
VIRGINIA BEACH, VA 23462  
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3140 CHAPARRAL DRIVE, #C-101  
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332 CUMMINGS STREET, SUITE C  
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2214 ROCK HILL ROAD, SUITE 100  
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(703) 435-0039  
(703) 435-3446 (FAX)

14975 Carlsbad Road  
Woodbridge, VA 22193

RECEIVED APR 25 2005

April 15, 2005

Senator George Allen  
222 Central Park Ave.  
Suite 120  
Virginia Beach, VA 23462

Dear Senator George Allen

I am writing to ask you to support to improve Videophone Relay Service. I wrote a letter to Federal Communications Commission to ask them to improve and solve the problems.

I use VRS to call friends or family or other people. Now I only like to use VP with my friends than using VRS to call hearing people. I like VP better than TTY because it helps me to talk without bothering like using "ga."

I hope you can ask FCC and VRS companies to solve the problem of waiting too long and make it more quick and smooth.

Thank you for listening to me.

Sincerely,

Evelyn Sanchez